HEAT Help Desk Administration I
Course Description

http://frontrange.v-learningportal.com
ITSM Enterprise User Basics

Course Description

**Format:** Classroom or Virtual Instructor-led Training  
**Duration:** 5 days  
**Exam:** No  
**Hands On (est.):** 60%  
**Audience:** HEAT Administrators  
**Prerequisites:** Knowledge of database applications (Microsoft SQL or Oracle), understanding of Boolean logic, and experience with client/server applications.

**Description:** This 5-day course covers all aspects of day-to-day HEAT administration, including Call Logging management and system administration. Administrators will examine HEAT Call Logging features and functions, including the standard client, Web-based Call Logging, and HEAT Self Service. Using the HEAT Administrator module, administrators will learn how to set up and manage their HEAT system.

In this course, you will learn to:

- Explain the HEAT Call Logging process.
- Describe, create, assign, research, and resolve Call Records.
- Search for Call Records, including using Call Groups and Customer Groups.
- Customize Call Logging, including toolbars, user preferences, and the InfoCenter.
- Create and run AutoTasks to automate routine or repetitive actions.
- Use HEAT reporting tools and run Call Logging reports.
- Describe, set up, and use management modules, including Answer Wizard, Alert Monitor, and Business Process Automation (BPAM).
- Describe, configure, and use First Level Support.
- Explain and configure Web-based Call Logging.
- Describe and configure HEAT Self Service.
- Explore the Administrator Module, including primary HEAT tables and relationships.
- Describe and establish system security, including creating roles, teams and users.
- Identify and set up default settings, including those for mail, activity logs, and searches.
- Perform database maintenance, backups, and updates.

**Agenda and Topics**

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